

**TRIPURA GOVERNMENT
DIRECTORATE OF URBAN DEVELOPMENT
3RD FLOOR OF KHADYA BHAVAN, PANDIT NEHRU COMPLEX
AGARTALA: TRIPURA (W)**

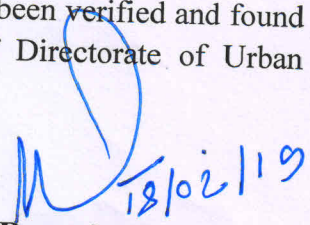
NO.F.18(6)-UDD/DUD/2015(P)/ 15323

18th
Dated, Agartala, the February, 2019

**MEMORANDUM
(For Certificate of uploading of Service Level Benchmarks)**

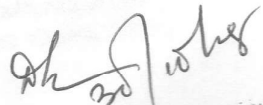
The certificate for uploading of service level benchmark showing the status of service delivery in the website for the year 2017-18 for receiving the Grant under 14th Finance Commission during the year 2018-19.

10 (Ten) numbers of Urban Local Bodies of Tripura namely Ambassa MC, Bishalgarh MC, Jirania NP, Khowai MC, Mohanpur MC, Melaghar MC, Ranirbazar MC, Santirbazar MC, Teliamura MC and Udaipur MC have submitted status of the service delivery in 2017-18 and target in 2018-19. The data has been verified and found correct. Thereafter, it has been uploaded on the website of Directorate of Urban Development as per prevailing norms.


(Dr. Milind Ramteke, IAS)
Director, UDD

For the Performance Grant of 2018-19

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|-----------------|--------------------------|----------------|
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 70 | 90 |
| 2 | Per capita supply of water | 135 lpcd | 80 | 100 |
| 3 | Extent of metering of water connections | 100% | 0 | 60 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 12 | 20 |
| 5 | Continuity of water supply | 24 hours | 5 | 6 |
| 6 | Quality of water supplied | 100% | 85 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 80 | 100 |
| 8 | Cost recovery in water supply services | 100% | 50 | 100 |
| 9 | Efficiency in collection of water supply related charges | 90% | 90 | 100 |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 40 | 60 |
| 2 | Coverage of sewage network services | 100% | 50 | 80 |
| 3 | Collection efficiency of the sewage network | 100% | 50 | 80 |
| 4 | Adequacy of sewage treatment capacity | 100% | 0 | 40 |
| 5 | Quality of sewage treatment | 100% | 0 | 40 |
| 6 | Extent of reuse and recycling of sewage | 20% | 0 | 30 |
| 7 | Efficiency in redressal of customer complaints | 80% | 75 | 90 |
| 8 | Extent of cost recovery in sewerage management | 100% | 0 | 40 |
| 9 | Efficiency in collection of sewerage charges | 90% | 0 | 50 |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 35 | 60 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 85 | 100 |
| 3 | Extent of segregation of municipal solid waste | 100% | 25 | 60 |
| 4 | Extent of municipal solid waste recovered | 80% | 0 | 50 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 25 | 60 |
| 6 | Efficiency in redressal of customer complaints | 80% | 80 | 100 |
| 7 | Extent of cost recovery in SWM services | 100% | 0 | 40 |
| 8 | Efficiency in collection of SWM charges | 90% | 25 | 60 |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 90 | 100 |
| 2 | Incidence of water logging / flooding | 0% | 15 | 0 |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | NO | |
| 2 | Percentage of waste being processed scientifically* | 100% | 10 | |
| <p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, Gol, Pg 66)</p> | | | | |


 Chief Executive Officer
 Municipal Council


For the Performance Grant of 2018-19

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|-----------------|--------------------------|----------------|
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| | | 100% | 95 | 99 |
| 1 | Coverage of water supply connections | 135 lpcd | 95 | 95 |
| 2 | Per capita supply of water | 100% | 0 | 0 |
| 3 | Extent of metering of water connections | 20% | 10 | 99 |
| 4 | Extent of Non-Revenue Water (NRW) | 24 hours | 6 | 6 |
| 5 | Continuity of water supply | 100% | 100 | 100 |
| 6 | Quality of water supplied | 80% | 50 | 55 |
| 7 | Efficiency in redressal of customer complaints | 100% | 75 | 80 |
| 8 | Cost recovery in water supply services | 90% | 90 | 95 |
| 9 | Efficiency in collection of water supply related charges | | | |
| Sewage management (Sewerage and Sanitation) | | | | |
| | | 100% | 90 | 95 |
| 1 | Coverage of toilets | 100% | 55 | 60 |
| 2 | Coverage of sewage network services | 100% | 55 | 60 |
| 3 | Collection efficiency of the sewage network | 100% | 55 | 60 |
| 4 | Adequacy of sewage treatment capacity | 100% | 55 | 60 |
| 5 | Quality of sewage treatment | 20% | 5 | 5 |
| 6 | Extent of reuse and recycling of sewage | 80% | 85 | 90 |
| 7 | Efficiency in redressal of customer complaints | 100% | 100 | 100 |
| 8 | Extent of cost recovery in sewage management | 90% | 90 | 90 |
| 9 | Efficiency in collection of sewerage charges | | | |
| Solid Waste Management | | | | |
| | | 100% | 80 | 85 |
| 1 | Household level coverage of Solid Waste Management services | 100% | 90 | 95 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 40 | 45 |
| 3 | Extent of segregation of municipal solid waste | 80% | 80 | 80 |
| 4 | Extent of municipal solid waste recovered | 100% | 25 | 25 |
| 5 | Extent of scientific disposal of municipal solid waste | 80% | 80 | 80 |
| 6 | Efficiency in redressal of customer complaints | 100% | 82 | 82 |
| 7 | Extent of cost recovery in SWM services | 90% | 82 | 82 |
| 8 | Efficiency in collection of SWM charges | | | |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 80 | 85 |
| 2 | Incidence of water logging / flooding | 0% | 0 | 0 |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 0 | |
| <p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, Gol, Pg 66)</p> | | | | |


 Chief Executive Officer
 Udaipur Municipal Council
 Udaipur, Gomati Dist., Tripura.

| For the Performance Grant of 2018-19 | | | | |
|---|---|-----------------|--------------------------|----------------|
| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 80 | 100 |
| 2 | Per capita supply of water | 135 lpcd | 80 | 135 |
| 3 | Extent of metering of water connections | 100% | 0 | 100 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 30 | 100 |
| 5 | Continuity of water supply | 24 hours | 2 | 24 |
| 6 | Quality of water supplied | 100% | 90 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 65 | 80 |
| 8 | Cost recovery in water supply services | 100% | 15 | 100 |
| 9 | Efficiency in collection of water supply related charges | 90% | 70 | 100 |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 36 | 100 |
| 2 | Coverage of sewage network services | 100% | 0 | 100 |
| 3 | Collection efficiency of the sewage network | 100% | 0 | 100 |
| 4 | Adequacy of sewage treatment capacity | 100% | 0 | 100 |
| 5 | Quality of sewage treatment | 100% | 0 | 100 |
| 6 | Extent of reuse and recycling of sewage | 20% | 0 | 50 |
| 7 | Efficiency in redressal of customer complaints | 80% | 70 | 100 |
| 8 | Extent of cost recovery in sewage management | 100% | 0 | 50 |
| 9 | Efficiency in collection of sewerage charges | 90% | 0 | 50 |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 25 | 100 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 40 | 100 |
| 3 | Extent of segregation of municipal solid waste | 100% | 0 | 100 |
| 4 | Extent of municipal solid waste recovered | 80% | 0 | 100 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 0 | 100 |
| 6 | Efficiency in redressal of customer complaints | 80% | 80 | 100 |
| 7 | Extent of cost recovery in SWM services | 100% | 5 | 100 |
| 8 | Efficiency in collection of SWM charges | 90% | 100 | 100 |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 80 | 100 |
| 2 | Incidence of water logging / flooding | 0% | 20 | 0 |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | NO | |
| 2 | Percentage of waste being processed scientifically* | 100% | 0 | |

| For the Performance Grant of 2018-19 | | | | |
|---|---|-----------------|--------------------------|----------------|
| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 80 | 100 |
| 2 | Per capita supply of water | 135 lpcd | 110 | 135 |
| 3 | Extent of metering of water connections | 100% | 0 | 0 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 10 | 15 |
| 5 | Continuity of water supply | 24 hours | 10 | 24 |
| 6 | Quality of water supplied | 100% | 90 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 60 | 80 |
| 8 | Cost recovery in water supply services | 100% | 90 | 100 |
| 9 | Efficiency in collection of water supply related charges | 90% | 60 | 100 |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 90 | 100 |
| 2 | Coverage of sewage network services | 100% | 0 | 0 |
| 3 | Collection efficiency of the sewage network | 100% | 80 | 90 |
| 4 | Adequacy of sewage treatment capacity | 100% | 70 | 80 |
| 5 | Quality of sewage treatment | 100% | 60 | 75 |
| 6 | Extent of reuse and recycling of sewage | 20% | 60 | 80 |
| 7 | Efficiency in redressal of customer complaints | 80% | 60 | 70 |
| 8 | Extent of cost recovery in sewage management | 100% | 10 | 30 |
| 9 | Efficiency in collection of sewerage charges | 90% | 80 | 90 |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 20 | 100 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 70 | 100 |
| 3 | Extent of segregation of municipal solid waste | 100% | 0 | 30 |
| 4 | Extent of municipal solid waste recovered | 80% | 0 | 30 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 70 | 100 |
| 6 | Efficiency in redressal of customer complaints | 80% | 50 | 70 |
| 7 | Extent of cost recovery in SWM services | 100% | 70 | 100 |
| 8 | Efficiency in collection of SWM charges | 90% | 20 | 100 |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 20 | 100 |
| 2 | Incidence of water logging / flooding | 0% | 20 | 100 |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 100 | |


 Gh. Jore
 Chief Executive Officer
 Bishalgarh Municipal Council
 Bishalgarh, Seohajala, Tiraura

| For the Performance Grant of 2018-19 | | | | |
|---|---|-----------------|--------------------------|----------------|
| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 30% | 90% |
| 2 | Per capita supply of water | 135 lpcd | 135 | 135 |
| 3 | Extent of metering of water connections | 100% | 0% | 0% |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 5% | 0% |
| 5 | Continuity of water supply | 24 hours | 8 | 12 |
| 6 | Quality of water supplied | 100% | 100% | 100% |
| 7 | Efficiency in redressal of customer complaints | 80% | 20% | 0% |
| 8 | Cost recovery in water supply services | 100% | 0% | 0% |
| 9 | Efficiency in collection of water supply related charges | 90% | 50% | 100% |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 70% | 90% |
| 2 | Coverage of sewage network services | 100% | 0% | 0% |
| 3 | Collection efficiency of the sewage network | 100% | 0% | 0% |
| 4 | Adequacy of sewage treatment capacity | 100% | 0% | 0% |
| 5 | Quality of sewage treatment | 100% | 0% | 0% |
| 6 | Extent of reuse and recycling of sewage | 20% | 0% | 0% |
| 7 | Efficiency in redressal of customer complaints | 80% | 0% | 0% |
| 8 | Extent of cost recovery in sewage management | 100% | 0% | 0% |
| 9 | Efficiency in collection of sewerage charges | 90% | 0% | 0% |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 10% | 50% |
| 2 | Efficiency of collection of municipal solid waste | 100% | 50% | 70% |
| 3 | Extent of segregation of municipal solid waste | 100% | 50% | 60% |
| 4 | Extent of municipal solid waste recovered | 80% | 40% | 70% |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 100% | 100% |
| 6 | Efficiency in redressal of customer complaints | 80% | 50% | 80% |
| 7 | Extent of cost recovery in SWM services | 100% | 0% | 0% |
| 8 | Efficiency in collection of SWM charges | 90% | 0% | 0% |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 30% | 40% |
| 2 | Incidence of water logging / flooding | 0% | 20% | 10% |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | Yes | |
| 2 | Percentage of waste being processed scientifically* | 100% | 100% | |

Signature
20/11/18
AAI (F)

| For the Performance Grant of 2018-19 | | | | |
|---|---|-----------------|--------------------------|----------------|
| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 92 | 100 |
| 2 | Per capita supply of water | 135 lpcd | 25 | 50 |
| 3 | Extent of metering of water connections | 100% | 0 | 30 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 10 | 15 |
| 5 | Continuity of water supply | 24 hours | 3 | 5 |
| 6 | Quality of water supplied | 100% | 80 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 70 | 80 |
| 8 | Cost recovery in water supply services | 100% | 35 | 50 |
| 9 | Efficiency in collection of water supply related charges | 90% | 70 | 80 |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 90 | 100 |
| 2 | Coverage of sewage network services | 100% | 60 | 80 |
| 3 | Collection efficiency of the sewage network | 100% | 70 | 90 |
| 4 | Adequacy of sewage treatment capacity | 100% | 0 | 30 |
| 5 | Quality of sewage treatment | 100% | 0 | 30 |
| 6 | Extent of reuse and recycling of sewage | 20% | 0 | 20 |
| 7 | Efficiency in redressal of customer complaints | 80% | 70 | 80 |
| 8 | Extent of cost recovery in sewage management | 100% | 0 | 30 |
| 9 | Efficiency in collection of sewerage charges | 90% | 80 | 90 |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 20 | 50 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 75 | 100 |
| 3 | Extent of segregation of municipal solid waste | 100% | 10 | 50 |
| 4 | Extent of municipal solid waste recovered | 80% | 0 | 30 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 10 | 30 |
| 6 | Efficiency in redressal of customer complaints | 80% | 60 | 80 |
| 7 | Extent of cost recovery in SWM services | 100% | 0 | 30 |
| 8 | Efficiency in collection of SWM charges | 90% | 30 | 50 |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 60 | 80 |
| 2 | Incidence of water logging / flooding | 0% | 15 | 5 |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 0 | |


 Chief-Executive Officer
 Khowai Municipal Council
 Khowai, Tripura.

| For the Performance Grant of 2018-19 | | | | |
|---|---|-----------------|--------------------------|----------------|
| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 90 | 95 |
| 2 | Per capita supply of water | 135 lpcd | 90 | 95 |
| 3 | Extent of metering of water connections | 100% | 0 | 0 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 5 | 1 |
| 5 | Continuity of water supply | 24 hours | 6 | 7 |
| 6 | Quality of water supplied | 100% | 100 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 50 | 55 |
| 8 | Cost recovery in water supply services | 100% | 85 | 90 |
| 9 | Efficiency in collection of water supply related charges | 90% | 90 | 95 |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 87 | 90 |
| 2 | Coverage of sewerage network services | 100% | 5 | 10 |
| 3 | Collection efficiency of the sewerage network | 100% | 5 | 10 |
| 4 | Adequacy of sewage treatment capacity | 100% | 5 | 10 |
| 5 | Quality of sewage treatment | 100% | 5 | 10 |
| 6 | Extent of reuse and recycling of sewage | 20% | 5 | 10 |
| 7 | Efficiency in redressal of customer complaints | 80% | 80 | 85 |
| 8 | Extent of cost recovery in sewerage management | 100% | 100 | 100 |
| 9 | Efficiency in collection of sewerage charges | 90% | 90 | 95 |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 80 | 85 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 90 | 95 |
| 3 | Extent of segregation of municipal solid waste | 100% | 40 | 45 |
| 4 | Extent of municipal solid waste recovered | 80% | 82 | 85 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 25 | 30 |
| 6 | Efficiency in redressal of customer complaints | 80% | 82 | 85 |
| 7 | Extent of cost recovery in SWM services | 100% | 82 | 84 |
| 8 | Efficiency in collection of SWM charges | 90% | 82 | 84 |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 85 | 90 |
| 2 | Incidence of water logging / flooding | 0% | 20 | 10 |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | NO | |
| 2 | Percentage of waste being processed scientifically* | 100% | 100 | |


Chief Executive Officer
Mohanpur Municipal Council
Mohanpur, Tripura (W).

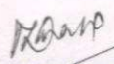
| For the Performance Grant of 2018-19 | | | | |
|---|---|-----------------|--------------------------|----------------|
| No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 80 | 85 |
| 2 | Per capita supply of water | 135 lpcd | 70 | 80 |
| 3 | Extent of metering of water connections | 100% | 50 | 35 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 20 | 20 |
| 5 | Continuity of water supply | 24 hours | 3 | 5 |
| 6 | Quality of water supplied | 100% | 100 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 90 | 100 |
| 8 | Cost recovery in water supply services | 100% | 80 | 100 |
| 9 | Efficiency in collection of water supply related charges | 90% | 75 | 90 |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 95 | 95 |
| 2 | Coverage of sewage network services | 100% | 20 | 20 |
| 3 | Collection efficiency of the sewage network | 100% | 70 | 70 |
| 4 | Adequacy of sewage treatment capacity | 100% | 25 | 25 |
| 5 | Quality of sewage treatment | 100% | 90 | 90 |
| 6 | Extent of reuse and recycling of sewage | 20% | 20 | 20 |
| 7 | Efficiency in redressal of customer complaints | 80% | 80 | 80 |
| 8 | Extent of cost recovery in sewage management | 100% | 70 | 100 |
| 9 | Efficiency in collection of sewerage charges | 90% | 90 | 90 |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 65 | 75 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 90 | 95 |
| 3 | Extent of segregation of municipal solid waste | 100% | 85 | 100 |
| 4 | Extent of municipal solid waste recovered | 80% | 80 | 80 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 70 | 100 |
| 6 | Efficiency in redressal of customer complaints | 80% | 75 | 80 |
| 7 | Extent of cost recovery in SWM services | 100% | 30 | 50 |
| 8 | Efficiency in collection of SWM charges | 90% | 15 | 30 |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 75 | 100 |
| 2 | Incidence of water logging / flooding | 0% | 20 | 0 |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 36 | |
| <p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, GoI, Pg 66)</p> | | | | |

| For the Performance Grant of 2018-19 | | | | |
|--|---|-----------------|--------------------------|----------------|
| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 50 | 60 |
| 2 | Per capita supply of water | 135 lpcd | 80 | 85 |
| 3 | Extent of metering of water connections | 100% | 0 | 20 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 20 | 25 |
| 5 | Continuity of water supply | 24 hours | 5 | 6 |
| 6 | Quality of water supplied | 100% | 100 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 50 | 60 |
| 8 | Cost recovery in water supply services | 100% | 70 | 80 |
| 9 | Efficiency in collection of water supply related charges | 90% | 70 | 75 |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 60 | 70 |
| 2 | Coverage of sewage network services | 100% | 0 | 0 |
| 3 | Collection efficiency of the sewage network | 100% | 0 | 0 |
| 4 | Adequacy of sewage treatment capacity | 100% | 0 | 0 |
| 5 | Quality of sewage treatment | 100% | 0 | 0 |
| 6 | Extent of reuse and recycling of sewage | 20% | 0 | 0 |
| 7 | Efficiency in redressal of customer complaints | 80% | 0 | 0 |
| 8 | Extent of cost recovery in sewage management | 100% | 0 | 0 |
| 9 | Efficiency in collection of sewerage charges | 90% | 0 | 0 |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 35 | 40 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 70 | 75 |
| 3 | Extent of segregation of municipal solid waste | 100% | 0 | 0 |
| 4 | Extent of municipal solid waste recovered | 80% | 0 | 0 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 100 | 100 |
| 6 | Efficiency in redressal of customer complaints | 80% | 80 | 85 |
| 7 | Extent of cost recovery in SWM services | 100% | 0 | 0 |
| 8 | Efficiency in collection of SWM charges | 90% | 0 | 0 |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 50 | 60 |
| 2 | Incidence of water logging / flooding | 0% | | |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | | NO |
| 2 | Percentage of waste being processed scientifically* | 100% | | 100 |


 (Dr. D. Kulkarni)
 Chief Executive Officer
 Ranirbazar Municipal Council.

For the Performance Grant of 2018-19

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|-----------------|--------------------------|----------------|
| | | | Status 2017-18 | Target 2018-19 |
| Water Supply Services | | | | |
| 1 | Coverage of water supply connections | 100% | 37 | 45 |
| 2 | Per capita supply of water | 135 lpcd | 135 | 135 |
| 3 | Extent of metering of water connections | 100% | 0 | 0 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 29 | 20 |
| 5 | Continuity of water supply | 24 hours | 24 | 24 |
| 6 | Quality of water supplied | 100% | 100 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 75 | 85 |
| 8 | Cost recovery in water supply services | 100% | 25 | 35 |
| 9 | Efficiency in collection of water supply related charges | 90% | 35 | 45 |
| Sewage management (Sewerage and Sanitation) | | | | |
| 1 | Coverage of toilets | 100% | 50 | 60 |
| 2 | Coverage of sewage network services | 100% | 0 | 10 |
| 3 | Collection efficiency of the sewage network | 100% | 0 | 10 |
| 4 | Adequacy of sewage treatment capacity | 100% | 0 | 10 |
| 5 | Quality of sewage treatment | 100% | 0 | 10 |
| 6 | Extent of reuse and recycling of sewage | 20% | 0 | 10 |
| 7 | Efficiency in redressal of customer complaints | 80% | 0 | 10 |
| 8 | Extent of cost recovery in sewage management | 100% | 0 | 10 |
| 9 | Efficiency in collection of sewerage charges | 90% | 0 | 10 |
| Solid Waste Management | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 10 | 30 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 60 | 70 |
| 3 | Extent of segregation of municipal solid waste | 100% | 0 | 10 |
| 4 | Extent of municipal solid waste recovered | 80% | 70 | 80 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 0 | 10 |
| 6 | Efficiency in redressal of customer complaints | 80% | 45 | 55 |
| 7 | Extent of cost recovery in SWM services | 100% | 0 | 10 |
| 8 | Efficiency in collection of SWM charges | 90% | 0 | 10 |
| Storm Water Drainage | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 6 | 12 |
| 2 | Incidence of water logging / flooding | 0% | 0 | 0 |
| For the Performance Grant of 2018-19 : SLB Status of 2017-18 | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 0 | |


 Chief Executive Officer
 Santirbazar Municipal Council
 Santirbazar, South Tripura